

Program A: State Board of Cosmetology

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2003-2004. Objectives may be key or supporting level. The level of the objective appears after the objective number and before the objective text.

Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document. Performance indicators may be key, supporting, or general performance information level. Key level is indicated by a "K" in the "Level" column of the standard performance indicator table. Supporting level is indicated by an "S" in the "Level" column of the standard performance indicator table. General Performance Information indicators appear in tables labeled as General Performance Information.

DEPARTMENT ID: 01 Executive Department

AGENCY ID: 01-259 Louisiana State Board of Cosmetology

PROGRAM ID: State Board of Cosmetology

1. (KEY) Through the Testing and Licensing activity, to maintain the maximum turnaround time for licenses issued at 3 weeks.

Strategic Link: This operational objective is related to strategic objective 1.1: To maintain turnaround time for licenses issued at three weeks.

Louisiana: Vision 2020 Link: This operational objective is related objective 1.8: To improve the efficiency and accountability of governmental agencies.

Children's Budget Link: Not Applicable

Other Link(s): Not Applicable

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
11653	K	Renewal time frame (in weeks)	4	4	3	3	3	3
11660	S	Total number of facility licenses issued ¹	8,670	7,716	8,374	8,374	8,374	8,374
11654	S	Total number of operator licenses issued ²	43,340	35,976	30,861	30,861	30,861	30,861
11656	S	Cost per license issued ³	\$9.92	\$11.76	\$12.63	\$12.63	\$12.63	\$12.63

¹ Facility licenses are due annually by January 31. A 30-day grace period following January 31 is allowed for renewals. The total number of facilities includes salons, booth-renters and schools.² Individual operator licenses are due annually on birth date of the recipient. A 30-day grace period following the birth date is allowed for renewals.³ Cost per licensed is calculated by taking the budgeted amount for Testing and Licensing Activity divided by total number of licenses issued.

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2. (SUPPORTING) Through the Testing and Licensing activity, to reduce the average pass/fail ratio to 80% through consistent and standardized testing and grading procedures.

Strategic Link: This operational objective relates to strategic objective 3.1: To provide schools with average pass/fail ratios for each discipline through consistent testing procedures.

Louisiana: Vision 2020 Link: This operational objective is related objective 1.8: To improve the efficiency and accountability of governmental agencies.

Children's Budget Link: Not Applicable

Other Link(s): Not Applicable

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
11643	S	Number of examinations administered	3,000	3,876	2,990	2,990	2,990	2,990
11641	S	Cost per exam ¹	\$22.92	\$23.42	\$23.81	\$23.81	\$23.81	\$23.81
11639	S	Percentage of students passing exams and receiving initial licenses	85%	91%	85%	85%	85%	85%

¹ Cost per exam is calculated by taking the number of exam dates x number of exam team members (per diem + expenses)/ number of tests administered.

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GENERAL PERFORMANCE INFORMATION:						
LaPAS PI CODE	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
		PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
11639	Percentage of students passing exams and receiving initial license	54%	64%	84%	81%	91%
14356	Percentage increase in the number of students passing exams and receiving initial license	Not available	10%	20%	-1%	3%
11641	Cost per exam	\$17.86	\$22.20	\$21.52	\$25.62	\$23.42
11642	Number of students registered annually	2,664	2,450	2,597	2,725	3,174
11643	Number of exams administered annually	3,492	2,669	3,323	2,855	3,876
11653	Renewal time frame (in weeks)	4.0	8.0	4.0	4.0	3.5
New	Total number of licenses issued	35,947	34,720	36,340	28,380	Not provided
11655	Number of licenses to one staff person	5,991	5,063	5,191	4,730	7,195
11656	Cost per license issued	\$13.79	\$20.21	\$17.05	\$20.27	\$11.76

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3. (KEY) To maintain an average of 10 facility inspections per day by each inspector.

Strategic Link: This operational plan relates to the strategic objective 2.2: To maintain an average of 10 facility inspections daily per inspector.

Louisiana: Vision 2020 Link: This operational objective is related objective 1.8: To improve the efficiency and accountability of governmental agencies.

Children's Budget Link: Not Applicable

Other Link(s): Not Applicable

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
14360	K	Average number of daily inspections	10 ¹	10	10	10	10	10
11661	S	Cost per inspection	\$29.96	\$21.54	\$27.35	\$27.35	\$27.35	\$27.35
14363	S	Number of unlicensed facilities	270 ¹	203	203	203	203	203
11663	K	Number of violations issued	950	1,104	807	807	807	807

¹ This is a new performance indicator for FY 2001-2002. It did not appear under Act 11 of 2000 or Act 12 of 2001 and does not have performance standard for FY 2000-2001 or FY 2001-2002. The existing performance standard is an estimate and not a standard.

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		PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
14364	Percentage decrease in the number of violations issued	Not available	15%	20%	0%	-16%
11659	Total number of annual facility inspections	15,089	15,010	15,524	20,223	Not provided
New	Number of facilities licensed	7,850	7,049	8,670	8,194	Not applicable
11661	Cost per inspection	\$31.79	\$30.02	\$26.40	\$23.12	\$21.54
11662	Average cost per facility licensed	\$45.58	\$39.29	\$69.85	\$43.39	\$54.84
11663	Number of violations issued	547	1,303	1,054	913	1,104
11664	Percentage decrease in the number of complaints received	Not available	10%	4%	2%	20%
11665	Number of complaints received	65	135	72	70	56
11666	Percentage of complaints resulting in disciplinary action	Not available	45%	0%	0%	5%